

Receiving Facilitator

Reports to: Volunteer Coordinator & Client Services Representative

Position Function & Organizational Impact:

- Assist Client Services Representatives by completing intake of stray animals
- Assist Client Services Representatives by completing all owner surrendered animals

Time Commitment and Location of Work:

- Yakima Humane Society
- Must volunteer on a regular basis to remain up-to-date with policies and procedures; must volunteer a minimum of 6 hours each week with a preference for committing to the same 3-hour (or more) shift each week
- Regular required meetings will also take place to discuss changes to policies, questions and concerns as a group

Goals:

- Assist by completing intake of animals in PetPoint
- Assist Animal Care Technicians with documenting new animals
- Improve Customer Service by quickly responding to phone calls and voicemails

Core responsibilities:

- Book in animals when they arrive
- Check lost book when new animals arrive
- File completed paperwork
- Assist Animal Care Technicians in documenting animal on Intake Exam Form
- Process payments and ensure appropriate documentation
- Answer phones and give information as needed
- Check admission e-mails and respond accordingly
- Check and Return Voicemails

Qualifications/Requirements:

- Must be an active Yakima Humane Society volunteer and complete a minimum of 20 hours of volunteerism in the adoption center prior to training
- Warm, friendly and enthusiastic personality
- Comfortable interacting with dogs and/or cats
- Ability to follow specific instructions from staff
- Ability to learn and retain information on our computer system
- Enjoys engaging with Yakima Humane Society visitors, volunteers and staff
- Commitment to the philosophy of Yakima Humane Society's practices and policies
- Must be at least 18 years of age to volunteer for this position
- Track and input hours worked into the Yakima Humane Society database
- Regular access to email to receive updates